|  |  |
| --- | --- |
| Condition report – Rooming houseResidential Tenancies Act 1997 Section 97(1B)Residential Tenancies Regulations 2021 Regulation 43 | Consumer Affairs Victoria |

This page provides information about a condition report and how to complete a condition report at the start and end of the rooming house residency.

* A condition report must be completed at the start of every rooming house agreement. It is important that the rooming house resident (resident) completes this report in detail as it records the state of the premises at the start of the residency.
* Keep the condition report in a safe place. It will help to resolve disputes over cleaning, damage, safety or missing items at the end of the residency.
* Take photos that show the condition of items, fixtures and fittings. Fixtures and fittings are items considered to be part of the room. Photos should be taken at the beginning and at the end of the residency.
* The resident and the rooming house operator (operator) or the operator’s agent should sign and date all extra pages.
* Residents can fill in a condition report and give it to their rooming house operator if they are not given one up to 5 business days after commencing occupation.

# At the start of the rooming house residency

At the start of a rooming house residency and before a resident moves into the room, the rooming house operator or their agent must:

* fill in, sign and date the condition report
* add extra pages to the report if there is not enough room when listing items
* give two copies of the signed report to the resident to fill in their part (or one copy if sending electronically)

At the start of a rooming house residency, residentsmust:

* fill in, sign and date the report within **five business days** after moving in. A completed report may help residents verify the condition of the room if there is a later dispute about the resident’s responsibility for damage or cleaning.

When filling out the condition report, the resident should:

* include comments if they disagree with the description of an item and note anything which seem unsafe or insecurely fixed or needs repair

**Note:** where the condition report lists something needing repair, this provides the rooming house operator with written notice of the issue. If the rooming house operator does not carry out the repairs within a reasonable period of time, a resident can apply to the Victorian Civil and Administrative Tribunal (VCAT) for an order requiring the repairs to be carried out.

* take photos that show the condition of items - especially if the resident does not agree with what is on the form. Identify the location in which the photo is taken, including the date, and send a copy to the operator or the operator’s agent together with the amended condition report.
* tell the operator or their agent about any defect that could be a threat to safety. For more information on reporting safety issues, see [Rooming House Residents Guide.](https://www.consumer.vic.gov.au/library/publications/housing-and-accommodation/renting/rooming-houses-a-guide-for-residents-and-operators.pdf)

# Correcting a condition report

Residents may not be able to see if all the items in the condition report are working when they fill in the report. If they subsequently find that something is not working or in poor repair, residents can apply to VCAT to correct the report. This must be done within **30 days** of the start date on the rooming house agreement. VCAT may order that the condition report be amended.

# At the end of the rooming house residency

At the end of a rooming house residency, the rooming house operator or their agent must:

* complete the final inspection and fill in the condition report within **10 days** of the end date on the agreement.
* give the resident an opportunity to attend the inspection if possible.
* allow for fair wear and tear as this does not count as damage caused by the resident.

# Help or further information

For further information, visit the renting section – Consumer Affairs Victoria website at [www.consumer.vic.gov.au/renting](http://www.consumer.vic.gov.au/renting) or call Consumer Affairs Victoria on **1300 55 81 81**.

# Telephone interpreter service

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81.

 **Arabic**

إذا كان لديك صعوبة في فهم اللغة الإنكليزية، اتصل بخدمة الترجمة التحريرية والشفوية (TIS) على الرقم 450 131 (بكلفة مكالمة محلية) واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فكتوريا على الرقم 81 81 55 1300.

**Turkish** İngilize anlamakta güçlük çekiyorsanız, 131 450’den (şehir içi konuşma ücretine) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak 1300 55 81 81 numerali telefondan Victoria Tüketici İşleri’ni aramalarını ve size bir Danişma Memuru ile görüştürmelerini isteyiniz.

**Vietnamese** Nếu quí vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131 450 (với giá biểu của cú gọi địa phương) và yêu cầu được nối đường dây tới một Nhân Viên Thông Tin tại Bộ Tiêu Thụ Sự Vụ Victoria (Consumer Affairs Victoria) qua số 1300 55 81 81.

**Somali** Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xiriir Adeega Tarjumida iyo Afcelinta (TIS) telefoonka 131 450 (qiimaha meesha aad joogto) weydiisuna in lagugu xiro Sarkaalka Macluumaadka ee Arrimaha Macmiilaha

Fiktooriya tel: 1300 55 81 81.

Chinese 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：131 450（衹花費一個普通電話費），讓他們幫您接通維多利亞消費者事務處（Consumer Affairs Victoria）的信息官員，電話：1300 55 81 81。

**Serbian** Ако вам је тешко да разумете енглески, назовите Службу преводилаца и тумача (Translating and Interpreting Service – TIS) на 131 450 (по цену локалног позива) и замолите их да вас повежу са Службеником за информације (Information Officer) у Викторијској Служби за потрошачка питања (Consumer Affairs Victoria) на 1300 55 81 81.

**Amharic**  በእንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 (በአካባቢ ስልክ ጥሪ ሂሳብ) በመደወል ለቪክቶሪያ ደንበኞች ጉዳይ ቢሮ በስልክ ቁጥር 1300 55 81 81 ደውሎ ከመረጃ አቅራቢ ሠራተኛ ጋር እንዲያገናኝዎት መጠየቅ።

**Dari**

اگر شما مشکل دانستن زبان انگلیسی دارید، با اداره خدمات ترجمانی تحریری و شفاهی (TIS)به شماره 450 131 به قیمت مخابره محلی تماس بگیرید و بخواهید که شما را به کارمند معلومات دفتر امور مهاجرین ویکتوریا به شماره 1300 55 81 81 ارتباط دهد.

**Croatian** Ako nerazumijete dovoljno engleski, nazovite Službu tumača i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje s djelatnikom za obavijesti u Consumer Affairs Victoria na 1300 55 81 81.

**Greek** Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διερμηνείας (ΤΙS) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτώριας (Consumer Affairs Victoria) στον αριθμό 1300 55 81 81.

**Italian** Se avete difficoltà a comprendere l’inglese, contattate il servizio interpreti e traduttori, cioè il Translating and Interpreting Service (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essee messi in comunicazione con un operatore addetto alle informazioni del dipartimento “Consumer Affairs Victoria” al numero 1300 55 81 81.

|  |  |
| --- | --- |
| Condition report – Rooming houseResidential Tenancies Act 1997 | Consumer Affairs Victoria |

# Part A

1. This condition report is evidence of the general condition of the room at the START of the rooming house residency

|  |  |
| --- | --- |
| Date of condition report |  |

1. Address of rooming house

|  |  |  |  |
| --- | --- | --- | --- |
| Room number |  | Street |  |
| Suburb |  |  | Postcode |

1. Rooming house operator’s details

|  |  |
| --- | --- |
| Full name |  |

|  |  |
| --- | --- |
| Agent’s company name (if applicable) |  |

1. Resident’s details

|  |  |
| --- | --- |
| Full name of resident 1 |  |

|  |  |
| --- | --- |
| Full name of resident 2 |  |

1. Important notes

|  |  |
| --- | --- |
|  | Rooming house operators and residents should take photos of the premises. They should be taken close-up to show the detail regarding the structure, fixtures or fittings being photographed and at a distance for perspective.Photos should be dated, labelled and attached to this condition report, in hard copy or electronically, they should identify the location. Photos may be useful in a dispute about the condition of the room. |
| Paperclip | If there is not enough space to list all items, attach a separate sheet.The rooming house operator/agent and the resident(s) should sign and date any additional attached pages. |

# Part B – Start of rooming house residency condition report

1. To be completed by the rooming house operator or their agent and the resident

|  |  |
| --- | --- |
| ROOMING HOUSE OPERATOR OR THEIR AGENT to complete these columns* For each item **select all that apply** and provide relevant comments.
* If an item is not applicable tick N/A.
* If you are unable to test whether a particular appliance is in working order, for example, due to an absence of electricity, you should write, ‘unable to assess’
 | RESIDENT to complete these columns* Indicate if you agree with the rooming house operator’s/agent’s assessment. Provide comments against each item if you disagree, feel that something is unsafe or needs repair or want to add more details.
* **Tick where you have attached photos to support your comments**. You may wish to number the photos and provide the number in the ‘Photos’ column.
 |

| Room and item | N/A | Clean | Undamaged | Working | Rooming house operator’s/agent’s comments | Photos | Agree? Y/N | Resident’s comments | Photos  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Bedroom** |  |  |  |  |  |  |  |  |  |
| Doors |  |  |  |  |  |  |  |  |  |
| Door locks (must be key operated from outside and able to be unlocked without a key from inside) |  |  |  |  |  |  |  |  |  |
| Walls |  |  |  |  |  |  |  |  |  |
| Wardrobe/drawers |  |  |  |  |  |  |  |  |  |
| Windows |  |  |  |  |  |  |  |  |  |
| **Bedroom 1** *continued* |  |  |  |  |  |  |  |  |  |
| Screens |  |  |  |  |  |  |  |  |  |
| Window fasting  |  |  |  |  |  |  |  |  |  |
| Blinds/curtains |  |  |  |  |  |  |  |  |  |
| Ceiling |  |  |  |  |  |  |  |  |  |
| Light fittings |  |  |  |  |  |  |  |  |  |
| Floor coverings |  |  |  |  |  |  |  |  |  |
| Power points (must be at least two working power points) |  |  |  |  |  |  |  |  |  |
| **Bedroom 1** *continued* |  |  |  |  |  |  |  |  |  |
| Bed |  |  |  |  |  |  |  |  |  |
| Mattress |  |  |  |  |  |  |  |  |  |
| Side table |  |  |  |  |  |  |  |  |  |
| Chair |  |  |  |  |  |  |  |  |  |
| Wardrobe |  |  |  |  |  |  |  |  |  |
| Other - specify |  |  |  |  |  |  |  |  |  |
| Other - specify |  |  |  |  |  |  |  |  |  |
| Other - specify |  |  |  |  |  |  |  |  |  |
| **Ensuite** |  |  |  |  |  |  |  |  |  |
| Doors |  |  |  |  |  |  |  |  |  |
| Walls |  |  |  |  |  |  |  |  |  |
| Tiling |  |  |  |  |  |  |  |  |  |
| Windows/screens |  |  |  |  |  |  |  |  |  |
| Blinds/curtains |  |  |  |  |  |  |  |  |  |
| Ceiling |  |  |  |  |  |  |  |  |  |
| Light fittings |  |  |  |  |  |  |  |  |  |
| Floor coverings |  |  |  |  |  |  |  |  |  |
| **Ensuite** *continued* |  |  |  |  |  |  |  |  |  |
| Power points |  |  |  |  |  |  |  |  |  |
| Bath/taps |  |  |  |  |  |  |  |  |  |
| Shower/screen/taps |  |  |  |  |  |  |  |  |  |
| Wash basin/taps |  |  |  |  |  |  |  |  |  |
| Mirror cabinet |  |  |  |  |  |  |  |  |  |
| Towel rails |  |  |  |  |  |  |  |  |  |
| Toilet |  |  |  |  |  |  |  |  |  |
| Exhaust fan/heating |  |  |  |  |  |  |  |  |  |
| Other - specify |  |  |  |  |  |  |  |  |  |
| Other - specify |  |  |  |  |  |  |  |  |  |
| **Kitchenette** |  |  |  |  |  |  |  |  |  |
| Food preparation area |  |  |  |  |  |  |  |  |  |
| Sink |  |  |  |  |  |  |  |  |  |
| Oven and cooktop |  |  |  |  |  |  |  |  |  |
| Refrigerator (at least 80L capacity) |  |  |  |  |  |  |  |  |  |
| Storage cupboard (min 0.1 cubic metres/100 litres capacity) |  |  |  |  |  |  |  |  |  |
| Other - specify |  |  |  |  |  |  |  |  |  |
| Other - specify |  |  |  |  |  |  |  |  |  |
| Other - specify |  |  |  |  |  |  |  |  |  |

# Part C – For start of rooming house residency only

1. Communications

|  |  |
| --- | --- |
| [ ]  | A telephone line is connected to the site |
| [ ]  | An internet line is connected to the site |
| [ ]  | The site is connected to the national broadband network (NBN) |

|  |  |
| --- | --- |
| Describe NBN connection |  |

|  |  |
| --- | --- |
| Location of NBN connection |  |

1. Information regarding safety

The rooming house operator must keep records of gas and electrical safety checks.

*The resident can request records of these safety checks.*

|  |  |
| --- | --- |
| Date of last smoke alarm test  |  |

|  |  |
| --- | --- |
| Date of last electrical safety check |  |

|  |  |
| --- | --- |
| Date of last gas safety check |  |

# Note: Residents should return one copy to the rooming house operator and keep the other copy in a safe place Part D – Signatures

Rooming house operator/ agent

|  |  |
| --- | --- |
| Signature of rooming house operator/ agent |  |

|  |  |
| --- | --- |
| Date |  |

Resident(s)

All residents must sign this condition report.

**I agree with the rooming house operator’s/agent’s report except where I have commented.**

|  |  |
| --- | --- |
| Signature of resident 1 |  |

|  |  |
| --- | --- |
| Date |  |

|  |  |
| --- | --- |
| Signature of resident 2 |  |

|  |  |
| --- | --- |
| Date |  |

# Part E – End of rooming house residency condition report

|  |  |
| --- | --- |
| Date of condition report |  |

1. To be completed by the rooming house operator or their agent

| Room and item | N/A | Clean | Undamaged | Working | Rooming house operator’s/agent’s comments |
| --- | --- | --- | --- | --- | --- |
| **Bedroom** |  |  |  |  |  |
| Doors |  |  |  |  |  |
| Door locks  |  |  |  |  |  |
| Walls |  |  |  |  |  |
| Wardrobe/drawers |  |  |  |  |  |
| Windows |  |  |  |  |  |
| Screens |  |  |  |  |  |
| Window fastenings |  |  |  |  |  |
| Blinds/curtains |  |  |  |  |  |
| Ceiling |  |  |  |  |  |
| Light fittings |  |  |  |  |  |
| Floor coverings |  |  |  |  |  |
| Power points  |  |  |  |  |  |
| Bed |  |  |  |  |  |
| Mattress |  |  |  |  |  |
| Side table |  |  |  |  |  |
| Chair |  |  |  |  |  |
| Wardrobe |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Ensuite** |  |  |  |  |  |
| Doors |  |  |  |  |  |
| Walls |  |  |  |  |  |
| Tiling |  |  |  |  |  |
| Windows/screens |  |  |  |  |  |
| Blinds/curtains |  |  |  |  |  |
| Ceiling |  |  |  |  |  |
| Light fittings |  |  |  |  |  |
| Floor coverings |  |  |  |  |  |
| Power points |  |  |  |  |  |
| Bath/taps |  |  |  |  |  |
| Shower/screen/taps |  |  |  |  |  |
| Wash basin/taps |  |  |  |  |  |
| Mirror cabinet |  |  |  |  |  |
| Towel rails |  |  |  |  |  |
| Toilet |  |  |  |  |  |
| Exhaust fan/heating |  |  |  |  |  |
| **Kitchenette** |  |  |  |  |  |
| Food preparation area |  |  |  |  |  |
| Sink |  |  |  |  |  |
| Oven and cooktop |  |  |  |  |  |
| Refrigerator  |  |  |  |  |  |
| **Kitchenette** *continued* |  |  |  |  |  |
| Storage cupboard  |  |  |  |  |  |
|  |  |  |  |  |  |